



# HP2-E58<sup>Q&As</sup>

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**QUESTION 1**

Match each HP product with its typical place in the FlexNetwork Architecture

- HP 7500 Switch Series
- HP 12900 Switch Series
- HP Intelligent Management Center (IMC)
- MSR 2000 Router Series

Hot Area:

- HP 7500 Switch Series
- HP 12900 Switch Series
- HP Intelligent Management Center (IMC)
- MSR 2000 Router Series

- FlexCampus
- FlexFabric
- FlexBranch
- FlexManagement

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Correct Answer:



### HP 7500 Switch Series

	▼
	▼
FlexCampus	
FlexFabric	
FlexBranch	
FlexManagement	

### HP 12900 Switch Series

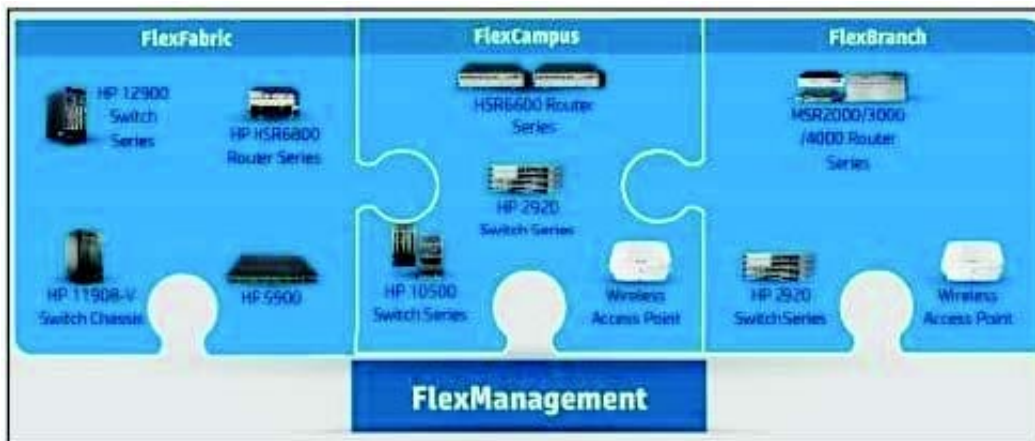
	▼
FlexCampus	
FlexFabric	
FlexBranch	
FlexManagement	

### HP Intelligent Management Center (IMC)

	▼
FlexCampus	
FlexFabric	
FlexBranch	
FlexManagement	

### MSR 2000 Router Series

	▼
FlexCampus	
FlexFabric	
FlexBranch	
FlexManagement	



### QUESTION 2

A company's IT staff must ensure that their IT services are available 24x7 and always operating at peak levels. Which HP Technology Service would you suggest to meet these requirements?



- A. HP Advanced Care
- B. HP Care Pack
- C. HP Foundation Care
- D. HP Proactive Care

Correct Answer: D

A warranty would only protect your customer against problems with the product itself, not the service that the product delivers. 6 hour CTR HW Support would provide a good level of protection, but not the optimal service level for a customer whose business demands high availability. HP Proactive Care with 24x7 cover would minimize unplanned downtime and pay for itself. (Study guide p.30)

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### QUESTION 3

How should you assess a customer's needs for an HP Medium Business Group solution?

- A. Because mid-market customers rarely have similar goals, do not attempt to segment customers by needs
- B. Consider a variety of factors including IT maturity, financial goals, and the competitive environment.
- C. Primarily use the company's financial goals to determine the correct "one size fits air solution.
- D. Primarily consider the specific number of employees to determine the appropriate solution.

Correct Answer: B

Customer needs can depend on several factors: (Study guide p.6) Level of IT maturity Organizational maturity Buying cycle Industry trends Competitive environment Management style Financial position

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### QUESTION 4

Compared to HP Proactive Care, what are some weaknesses of Dell's support offering? (Select two.)

- A. No predictable and transparent contracts
- B. No optimization of products
- C. Account management offered only with high end support
- D. Limited offerings for complex environments
- E. No credit-based services offering

Correct Answer: DE



HP strengths	IBM weaknesses	Dell weaknesses
<ul style="list-style-type: none"><li>➤ Flexible way to purchase services for IT infrastructure needs, providing budgeting flexibility</li><li>➤ Account Support Manager to identify, plan, and schedule services for engineering needs</li><li>➤ Menu driven, wide range of services with fixed scope and price (For example, services around SAP environments, virtualization, availability, performance and energy consumption)</li><li>➤ Focus on avoiding problems rather than providing faster support when any problem occurs</li></ul>	<ul style="list-style-type: none"><li>➤ No comparable purchasing method or credits-based services offering</li><li>➤ Account management only offered with higher end support or customized services</li><li>➤ Custom contracts are variable and negotiable, and so not predictable and transparent</li></ul>	<ul style="list-style-type: none"><li>➤ No comparable purchasing method or credits-based services offering</li><li>➤ No Depth. Limited offering for complex environments</li></ul>

For IBM or Dell to match the menu of Proactive Select, their customers need a custom contract or need to purchase multiple services ... either of which costs more than HP Proactive Care.

### QUESTION 5

You are meeting with a company's chief information officer (CIO) to discuss an HP solution. Based on a CIO's typical concerns, which point should you emphasize?

- A. How the HP solution helps the company meet its service level agreements (SLAs)
- B. How the HP solution helps to eliminate routine and tedious configuration tasks
- C. How the HP solution has mechanisms for simplifying provisioning and deployment
- D. How the HP solution has innovative technologies and how these technologies work

Correct Answer: A

Reference: <http://h18006.www1.hp.com/storage/pdfs/4AA4-6608ENW.pdf>

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